Facilities Maintenance Helpdesk Survey Report

February of 2010

					Proper Cleanup after				
Requestor	Work Order #	Additional Comments	Response Time	Quality of Work	completion of work	Professionalism	Courtesy	Date	Technician (if known)
Hall, Mary Ann	WRQ-02433		Excellent	Excellent	Excellent	Excellent	Excellent	2/22/2010	Robert Tharney
Chris Morrison	2285	Superior service as always.	Excellent	Excellent	Non Applicable	Excellent	Excellent	2/22/2010	Robert Rushing
Kim Slocomb	WRQ-02352		Excellent	Excellent	Excellent	Excellent	Excellent	2/4/2010 L	amar Sowell & Robert Rushing

Building Services General

Date Revd	Permit Number	Counter Service	Bldg Plan Review	Permitting	Building Services General Comments:
2/25/2010					Your Building Inspector is very, very hard to deal with SDY - no names
2/25/2010	PS2010 0020	5	5	5	Good Service!
2/25/2010	BD2010-1010	5	5	5	Models of efficiency
2/25/2010		5			Quick Service
2/25/2010	2010-0028	5	5	5	Jim Shady has a way of talking to my customers that makes them understand every thing they ask. Thanks Jessee Mobley
2/25/2010		5		5	Need manly magazines in waiting room - Keith Batterbee
2/25/2010	2010-0838	5	5	5	
2/26/2010	833 CR 481W	4	5	4	The staff did a good job of guiding me thru the process and we're very friendly.
2/26/2010	BDR 20100046	5			Sarah and Martha were very helpful.
2/26/2010		5	5	5	As always the customer service is wonderful totally satisfied.
2/1/2010	BD2009-4048	4	4	- 4	Mr. Dixon was extremely helpful with us in regards to obtaining our permits for work on our wireless cellular tower. I am impressed with his availability to help, aide, and direct wherever and whenever needed. I wish more jurisdictions had this attiutude and professionalism that his office afforded us.
2/1/2010	BD2009-4010	4	4	4	Professional service from submittlas to pulling the permits with help from Mr. Dixon.
2/1/2010	BD2009-4047	4	4	4	
Т	otal Permits 9				·
	ounter Service 4.7 dg Plan Review 4.7	4=	Excellent Good Expected		
Average Pe	rmitting Process 4.6	2=	Expected Fair Poor		

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Inspections 2 Survey Results By Date Range

Date Rcvd 2/9/2010	Permit Number PS20100020	Mechanical	Electrical	Plumbing	Building	General 5	Comments: Commercial Pool, Much Much better than Hillsborough County and Orange County.
2/25/2010		5	5	5	5	5	Everyone was very helpful and nice.
2/25/2010							The people at T-D concrete companies would like to thank Jim Shady for all his diligent work stopping companies working without permits or non-licensed contractors. He is a valuable asset to the County and all all of our companies.
2/25/2010	2010-0838	5	5	5	5	5	
2/25/2010		4	4	4	4	4	Good Service!
2/25/2010		5					Jim Shady talks to my home owners the way I like. He is always on time if I need it.
2/26/2010	2010-0591				5	5	
Total Pe	ermits 3						
Average Me	echanical 4.8						
Average Ele	ectrical 4.7						
Average Plu	ımbing 4.7		5=Excellen 4=Good 3=Expected				
Average Bu	•		2=Fair 1=Poor	•			
Average Ge	neral 4.8						

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Planning/Zoning/Development Review

Date Revd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
2/10/2010	S2009-0018	5	5	5	
2/25/2010	R2009-0027 and	5	5	5	
2/26/2010	833 CR 481W	4	4	. 4	The employees are very knowledgable and very prompt and friendly.
2/26/2010	EL2010-0118	5	5	5	Sandy Great
2/26/2010	JOB836	2	2	. 1	Did not get a firm answer but was denied permit to put mobile home on own R-1 Property.
2/26/2010	Sandy	5	5	5	
2/10/2010	DP2009-26	5	5	5	I have been a Church Planter for the Southern Baptist Convention for more

than 20 years. Having planted now three Churches in various states, I have found that Aimee and team have been more accessible and informed and effective in a timely manner than any County I have ever worked with. We, as a Church appreciate the many kindnesses, the work effort and ethic and above all, the efficient manner that all the planning and permitting has been executed on the part of Sumter County. Aimee, thank you so much for the many kindnesses you have extended to us and for always being so well prepared and informed. You are a blessing to us. Ron Pedger Senior Pastor Village of Faith Baptist Church.

Tuesday, March 09, 2010

Date Revd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
Total P	ermits 7				
			5=Excellent		
Average Cust	omer Service	4.4	4=Good		
•	ng/Planning Review	4.4	3=Expected		
Ü			2=Fair		
Average Deve	lopment Review	4.3	1=Poor		

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Parks and Recreation by Date Range

Date Revd	Facility	Initial Contact	Customer Service	Scheduling	Setup/Cleanliness	P & R Comments:
2/10/2010	Lake Pan Recreation				4	I walk at the park in Lake Panasoffkee. The Improvements
to						the park are very nice. The walking track is a great benefit.
2/9/2010	Lake Pan Recreation	4			4	
Total S	Surveys 2					
Average Ini	itial Contact	4	5=Excellent 4=Good			
Average Cu Average Sc	istomer Service heduling		3=Expected 2=Fair			
Ü		4	1=P00r			

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Animal Control Adoption

Date Revd #1 #2 Comments	2 #3 #4	#5 #	#6 #7	#8	#9	#10#11	#12	Adopt Dog Explain	Adopt Cat	Explain Add	option
2/16/2010 5 5	5 5 5	5	5	5	5	5 5	5	I adopted two female stray dogs		I would like to exter HUGE thank you to Carol, Becky, Anne and Jim for all the fantastic help with adoption of two fenstray dogs. Without the team effort of y staff I am sure the outcome would not been so great. It shows with the abomentioned staff homouch they truly car for the pets well beingwish there were more people the world like them A++++ staff!!! Ple maker sure the "bo is aware of how greathey are. Jennifer for Webster	to the nale ut rour t of ove w re ln !!!!! case oss" eat

Total Surveys 1		Rating
		5=Outstanding
		4=Good
		3=Satisfactory
Average Question 1	5	2=Improvement Needed
Average Question 2	5	I=Unsatisfactory
Average Question 3	5	
Average Question 4	5	Questions
Average Question 5	5	1. Animal Control (AC) staff treated me with respect and courtesy.
		2. AC staff thoroughly explained the adoption process.
Average Question 6	5	3. The adoption process was easy and affordable.
Average Question 7		4. I was asked appropriate questions to aid in securing an adoption.
		5. I did not wait long to adopt a pet from the shelter.
Average Question 8	5	6. I received the known history of the animal I adopted.
Average Question 9	5	7. AC staff responded promptly to my questions, phone calls and other contacts.
		8. Oral instructions from AC staff were clear and easily understood.
Average Question 10		9. Written materials provided by AC staff were clear and easily understood.
Average Question 11	5	10. I will likely return to adopt another animal.
		11. I will likely recommend the AC shelter to friends/relatives as a good place to a
Average Question 12	5	a pet.
		12. Rate your overall satisfaction with AC Services.

Did you adopt a dog? (Check indicates Yes)

Total Adopt a Dog 1
% Total Dog Adoptions 100%

Did you adopt a cat? (Check indicates Yes)

Total Adopt a Cat 0
% Total Cat Adoptions 0%

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to adopt

Animal Control Officer

5 5 5 5 5 5 5 5

Date Rcvd #1 #2 #3 #4 #5 #6 #7 #8 Visit Notice

Explain

Citatio

Explain

Comments

We were told to fix back fence and did so. Tammy was very professional and courteous to us. Thank you

Total Surveys

Average Question 1

2/1/2010

Rating

- 5=Outstanding
- 4=Good
 - 3=Satisfactory
- 2=Improvement Needed
- **Average Question 2** 1=Unsatisfactory Average Question 3 5

Average Question 4 5

Average Question 5 5 Questions

Average Question 6 5

1. The Animal Control Officer (ACO) treated me with respect and courtesy. 2. The ACO made clear to me how I can comply with animal control laws.

Average Question 7 3. My interaction with the ACO was informative. Average Question 8 5 4. The ACO provided individual attention to my issues.

5. The ACO answered my questions both clearly and professionally.

6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and

other contacts.

7. The ACO promptly responded to my request for assistance with an animal at my home or in the

community.

8. Rate your overall satisfaction with your experience with Animal Control Services.

Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit

% Total Notice of Visit

0%

Did you receive a citation? (Check indicates Yes)

Total Receive Citation

% Total Receive Citation 0%

Probation

Date Rovd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation Comments	
2/26/2010	5	5	5	5	5	5	5	5	5	5	5	5		
2/26/2010	5	5	5	5	5	5	5	5	5	5	4	5	Mr. Story was a very understanding and helpful Probation Officer.	
2/26/2010	5	5	5	5	5	5	5	5	5	5	5	5	Were very helpful with ensurting that even info that may have bee useful and provided.	
2/26/2010	5	5	5	5	5	5	5	5	5	5	5	5	Mrs. Thorpe is an excellent, outstanding probation officer.	
2/26/2010	5	5	• 5	5	5	5	5	5	5	5	5	5		
2/26/2010	5	5	5	5	5	5	5	5	5	5	5	5		
2/26/2010	4	3	5	5	5	4	5	5	5	5	1	5		
2/26/2010	4	4	5	5	5	5	5	5	4	4	5	5		
2/26/2010	5	5	5	5	5	5	5	5	5	5	5	5		
2/26/2010	5	5	5	5	5	4	5	4	5	5	5	5	My probation officer worked with me around my work schedule and helped me a lot. Thanks	
2/26/2010	5	5	5	5	5	5	5	5	5	5	5	5	Mr. Story was fair and very helpful person and I thank him.	
Total Surveys	11					ting								
Average Ques	tion 1	4.	8		4=(Dutstar Good Satisfac	_							
Average Ques	tion 2	4.	7					Neede	d					
Average Ques		5				-	factory							
Average Ques	tion 4	5												
_						estion		_						
Average Ques		5	0									courtes		
Average Ques	LEUII O	4.	0										and what to expect of probation. to my issues.	
Average Ques	tion 7	5			4. 8	taff ha	id a dei	tailed u	nderst	anding	of the p		system.	
Average Ques	tion 8	4.	9		6. F	robati	on staf	f respon	nded p	romptly	to my	question	s, phone calls and other contacts.	
Average Question 9 4.9													clearly and professionally.	
Average Ques	tion 10) 4.	9		9. 7	8. Clear documentation was provided to me regarding the conditions of my probation. 9. The life skills I learned were helpful to me to avoid future offenses.								
Average Ques	Average Question 11 4.5						10. My Probation Officer spent sufficient time with me.11. The probation office is conveniently located.12. Rate your overall satisfaction with your experience regarding your probation.							
Averege Oues	tion 11													

Tuesday, March 09, 2010

Average Question 12 5

Transit

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8 #	‡9 Freq	Times/m	Trav Dr How often	On time?	Why not?	Transit Comments
2/26/2010	3	3	4	4	4	4	4	4	4	0				
2/26/2010	3	5	4	4	5	4	4	4	4	0	2 a month			Need more buses
2/26/2010	5	5	5	5	5	5	5	5	5	0	Every few months	•		
2/26/2010	3	4	4	4	5	5	4	4	4	12	3 times a wee	ek		Good Job!
2/26/2010	5	5	4	5	5	5	5	5	5	0				We have been a little concerned on Thursday when we call fro pick up and are listening to a recording! I am so pleased that you nw go to places you did not to before, as we had to change our Dentist and physicians but because you no longer went there! We have really appreceiated the drivers - as Herb is in a wheelchair and they take good care of Him. Especially Nancy and Scott - But they all are caring people. I feel you could have a larger rider participation if you could address some of the muling here in The Villages - as so many have no idea you exist. I would do it for you, but can't leave my husband. You could address, Parkinsons, Neuropathy, Alzheimers, Handicapped groups.
2/26/2010	4		5	5	5	5	4	5	4	12				Just a little trouble with appointments when regular girls are not in office-they do not get put in.
2/26/2010	5	5	5	5	5	5	5	5	5					I've only had 2 drivers Nancy and Russ. Both excellent.
2/26/2010	2	3	4	4	4	4	4	4	3	0				
2/26/2010	4	4	4	5	5	5	5	5	5	4	1 time every 3 months	3		Make sure passengers have seatbelts on.
2/26/2010	5	4	5	5	5	5	5	5	5	0				
2/26/2010	5	5	4	4	5	5	4	4	5	10	6			
2/26/2010	5	5	5	5	5	5	4	4		16				I use the bus on Tue.,Wed.,Thursday, and Friday.
2/15/2010	1	3	4	5	4	4	1	1		20	20+		come at	Improve scheduling accuracy. Bus ahs shown up on wrong days. Failed to show up on agreed days, recently "forgot" they needed to pick up four people at a place where they come every day of the week.

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2/24/2010 3 3 3 3 3 3 3 3 3

Times/m Trav Dr How often

On time? Why not?

Transit Comments

or at least HTML.

I lived in Sumter County many I lived in Sumter County many years ago and thought it might be fun to take a bus from The Villages. I find your website to be very vague and confusing. The "routes" links aren't coded for my browser correctly (I use Opera and Mozilla) ergo they don't load, so I'm not sure where or when your buses run.It would be helpful if your schedules/routes were in Pdf form or at least HTMI.

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Total Surveys 14		I am a frequent passenger wit	th SCT (Check mark i	ndicates Ye
Average Question 1	3.8	Frequent Passenger	12	
Average Question 2	4.2	% of passengers frequent	86%	
		Total Times Per Month	74	
Average Question 3	4.3			
		Average Times per Month	6.2	
Average Question 4	4.5			
Average Question 5	4.6			
Average Question 6	4.6	I travel on SCT vehicles to do		utside
		of Sumter County (Check ma	rk indicates Yes)	
Average Question 7	4.1	m . I . I		
Average Ouestion 9	4.4	Total who travel to Dr. out	tside county 11	
Average Question 8	4.1	% of passengers to Dr. outs	side county 79%	
Average Question 9	4.2	70 or plassengers to 277 out	nac county 1070	
Rating				
5=Outstanding		When I travel to doctors' appoi	ntments outside of the	County,
4=Good		When I travel to doctors' appoi	ntments outside of the	County,
3=Satisfactory		I get there on time (Check mar	k indicates Yes)	
2=Improvement Need	led			
l=Unsatisfactory		Total who travel to Dr. ou	itside County, on time	9
		% of passengers to Dr., on	time	82%
Questions		% of passengers to Dr., on		

Times/m Trav Dr How often

On time? Why not?

Transit Comments

Questions

- 1. Recent scheduling of trips has been smooth and easy.
- 2. My reservationist was polite and helpful.

Date Revd #1 #2 #3 #4 #5 #6 #7 #8 #9 Freq

- 3. SCT vehicles are confortable.
- 4. SCT vehicles are clean.
- 5. My driver was helpful and courteous.
- 6. My driver was careful and safe.7. I get picked up for my appointment on time.
- 8. I am delivered at my appointment on time.
- 9. Rate your overall satisfaction with the SCT services you receive.

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Veterans Benefits by Date Range

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8	#9	VSO Comments:
2/15/2010	5	5	5	5	5	5	5	5	5	All the time that I have consulted other VA offices, this is th eonly office that has been helpful. Thanks you! Dave Smith
Total Surve	ys 1				<i>Ratio</i> 5=Ou	<i>ig</i> tstand	ing			
Average Qu	estion 1	L 5	i		4=Go 3=Sat	od isfacto	гу			
Average Qu	estion 2	2 5	,			prover satisfa		eeded		
Average Qu	estion 3	3 5	,				•			
Average Qu	estion 4	4 5	,		Ques	tions				
Average Qu	estion 5	5 5	-							SO) was responsive to my needs. espect and courtesy.
Average Qu	estion (5 5	,		3. The	e VS ()fficer	provid	ed inc	lividual attention to my issues.
Average Qu			i		4. I w	as ask	ed app	ropriat	e que	stions to aid in obtaining my earned benefits. standing of the details involved in obtaining veterans benefits.
Average Qu	estion 8	8 5	i		6. VS	O staf	f respo	nded p	romp	tly to my question, phone inquiries, and other contacts. y questions both clearly and professionally.
Average Qu	estion 9) 5	i		8. Th	e VS C	Office s	spent s	ufficie	ent time with me to fully understand my needs. n with your experience.

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Bushnell Public Library 1-5

NoneofThes Socialize Shidk/Work AdultProgra TeenProgra ChildProgra LiseCompute Magazines Newspapers DVDs AudioBooks AudioBooks Nor Regular (1)Meek 1-3/week 1-3/week	#3 #3 Comment	# 4 Comment # 4 Not Loo # 4 No	# 5 # 5 Comment
2/10/2010	3	2	3
2/10/2010	3 Could use more DVDs of movies		3

Date Revd CABA DESTINATION	ग्मेंड ग्वेड ग्वेड	Use For # 3	#3 Comment	# # # #	# 4 Comment	# 5 # 5 Comment
enDe	neo Jali dwl			288		
too troo troo troo troo troo troo troo	17 CTh			, <u> </u>		
	k 8			00		

1. How often do you visit the library?

Total One to three times	0	Percent Total Surveys	0%
Total At least once	2	Percent Total Surveys	100%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	2		Percent Total Surveys 100%	
Total Audio Books	1		Percent Total Surveys 50%	
Total Music CDs	0		Percent Total Surveys 0%	
Total DVDs	1		Percent Total Surveys 50%	
Total Newspapers	0		Percent Total Surveys 0%	
Total Magazines	0		Percent Total Surveys 0%	
Total Use Computer	1		Percent Total Surveys 50%	
Total Attend Child Progr	ams	0	Percent Total Surveys 0%	
Total Attend Teen Progra	ıms	0	Percent Total Surveys 0%	
Total Attend Adult Progr	ams	0	Percent Total Surveys 0%	
Total Study or Work Spa	ce	0	Percent Total Surveys 0%	
Total Socialize		0	Percent Total Surveys 0%	
Total None of these		0	Percent Total Surveys 0%	

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	2	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average #5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Bushnell Public Library 6-10

Date Revel 6 Compute 6 Com	8Comment Computers Furniture Cleanlines Size	56+ 40-55 25-39 18-24 Under 18 Female Male	Additional comments
2/10/2010	2 2 2 1		When I was advised I had three days to pickup an ILL by the new librarian (when County took over) in what I considered an officious time, I began to go to another library with less stringant requirements and where people on staff were more friendly. Linda Marsh, was also very helpful and friendly at all times, as was Tina, the former Librarian. The librarary lost its sense of community and friendliness when the change in management occurred. I miss it?
2/10/2010	3 3 3 3		The entire staff is very helpful and friendly. It is especially helpful to have a staff member, Joe, highly knowledgeable in computers.

Date Revel 6. Summer 6. Sadult 6. Summer 6. Sammer 6. Sa	8Comment Compute Furniture Cleanline Size	Additional comments 56+ 40-55 25-39 Under 1. Pennale Male
te te	es e	

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys 0%	
Total #6 Summer Reading Program	0	Percent Total Surveys 0%	
Total #6 Teen Programs Events	0	Percent Total Surveys 0%	
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%	
Total #6 Adult Programs Events	0	Percent Total Surveys 0%	
Total #6 None of These Programs	2	Percent Total Surveys 1009	%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%
Total #7 Teen Programs Events	0	Percent Total Surveys 0%
Total #7 Adult Programs Events	0	Percent Total Surveys 0%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #7 Other	0	Percent Total Surveys 0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2	3 Very Satisfied	2 Satisfled	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	0	Percent Total Surveys	0%
	Total Female	2	Percent Total Surveys	100%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	2	Percent Total Surveys 100%

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E C Rowell Library 1-5

NoneofThes Socialize Study, Work Adult Progra Teen Progra Child Progra Lise Compute Margines Music CDs Audio Books Books Not Regular (11-3/week 1-3/week	# 3 # 3 Comment # # 4 Comment ** 4 Not Lloo	# 5 # 5 Comment
2/8/2010	3 Judy and Anita very good to all people neat. Represent the County very good.	3 excellent

	se For #3 #3 Comment # ##	# 4 Comment # 5 # 5 Comment
neot dvill dvill dvill den lide veszi lios Disco veszi Disco lios lios lios lios lios lios lios lio	Xe No	***
The See Land Control of the Se	2	· I

1. How often do you visit the library?

Total One to three times	1	Percent Total Surveys	100%
Total At least once	0	Percent Total Surveys	0%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

1		Percent Total Surveys	1009	%
0		Percent Total Surveys	0%	
0		Percent Total Surveys	0%	
0		Percent Total Surveys	0%	
0		Percent Total Surveys	0%	
0		Percent Total Surveys	0%	
1		Percent Total Surveys	1009	%
กร	0	Percent Total Surv	eys	0%
ıs	0	Percent Total Surv	eys	0%
ns	0	Percent Total Surv	eys	0%
:	0	Percent Total Surv	eys	0%
	0	Percent Total Surv	eys	0%
	0	Percent Total Surv	eys	0%
	0 0 0 0	0 0 0 0 0 1 1 ns 0 ns 0	O Percent Total Surveys	O Percent Total Surveys 0% O Percent Total Surveys 1009

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	1	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average #5 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

E C Rowell Library 6-10

70ther 70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	Other Co	omment	Cleanlines Size	Furniture	Computers	Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
2/8/2010			3 3	3	3	Nice going there	V						\	Both women keep the inside and outside in good condition.
Total Surveys 1														
6. Please indicate which programs (Please check all that apply.)	you lu	ave partic	cipat	ed in	ı dı	uring the past	12	m	ont	hs.				
Total #6 Children Programs Events	0	Pe	rcent	Total	Su	rveys 0%								
Total #6 Summer Reading Program	0	Pe	rcent	Total	Su	rveys 0%								
Total #6 Teen Programs Events	0	Pe	rcent	Total	Su	rveys 0%								
Total #6 Computer Classes/Workshops	1	Pe	rcent :	Total	Su	rveys 100%								
Total #6 Adult Programs Events	0	Pe	rcent	Total	Su	rveys 0%								
Total #6 None of These Programs	0	Pe	rcent	Total	Su	rveys 0%								
7. Please check any areas below w (Please check all that apply.)	here y	vou woul	d like	e to s	see	more prograi	us	off	ere	d a	it t.	he	lib	rary.
Total #7 Children Programs Events	0	P	ercent	Tota	ıl Sı	irveys 0%								
Total #7 Teen Programs Events	0	P	ercent	Tota	ıl Sı	irveys 0%								
Total #7 Adult Programs Events	0	P	ercent	Tota	ıl Sı	irveys 0%								
Total #7 Computer Classes/Workshops						irveys 0%								
Total #7 Other	0	P	ercent	Tota	ıl Sı	irveys 0%								
8. Please rate your satisfaction wi	th the	physical	facil	ity o	f ti	his library:								
Average Size 3		3 Very Sat	isfied	2 Sai	isfie	d 1 Not Very Sate	sfle	đ						
Average Cleanliness 3		3 Very Sat	isfied	2 Sat	isfie	d 1 Not Very Satt	sfie	đ						
Average Furniture/Furnishings 3		3 Very Sat	isfled	2 Sat	lsfie	d 1 Not Very Sati	isfie	đ						
Average Number of Computers 3		3 Very Sat	isfied	2 Sat	isfie	d 1 Not Very Sati	sfie	d						

Please tell us about yourself.

Are you:	Total Male	1	Percent Total Surveys	100%
	Total Female	0	Percent Total Surveys	0%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	1	Percent Total Surveys 100%

Tuesday, March 09, 2010 Page 1 of 1

Library on Wheels 1-5

Date Revel 1-3/week	#3 Comment	# # # 4 Comment	# 5 # 5 Comment
NoneofThes Socialize Study/Work AdultProgra ChildProgra ChildProgra LiseCompute Masazines Mewspapers NotRegular AudioBooks Books NotRegular Almonth Liweek 1-3/week		Not Loo No	
2/26/2010	3 Still need to get a greater volume of DVD movies to watch	V	3 Your help is a o.k.
2/26/2010	3		3
2/26/2010	3		3
2/26/2010	3		3
2/26/2010	3		3
2/26/2010	3		3
2/26/2010 🚺 🚺	3	V	3
2/26/2010	2		2
2/26/2010	2 Not enough movies!		3
2/26/2010	2		3
2/26/2010	3		3
2/26/2010 Resources and info on authors	3 Very helpful and always a smile	V	3
2/26/2010	3	$\mathbf{S}(\mathbf{x})$	3
2/26/2010	3		3
2/26/2010	2	Ø 🗀	2
2/26/2010	3 Received book requested previously	V	3 Very helpful suggestions
2/26/2010	2		3
2/26/2010	3		3
2/26/2010	2	\mathbf{Z}	2
2/26/2010	2	☑ □	3
2/26/2010	3	V	3

Use For NoneofThes. Socialize Shudy/Work. AdultProgra. ChildProgra. ChildProgra. ChildProgra. LiseCompute. Magazines. Newspaners. Newspaners. Not Regular. < Umonth Liweek 1-3/week 1-3/week	#3 #3 Commen	# 4 Comm # 4 No # 4 No	# 5 # 5 Com	rent
2/1/2010	3	MUU	3	
		•		

1. How often do you visit the library?

Total One to three times	9	Percent Total Surveys	41%
Total At least once	11	Percent Total Surveys	50%
Total Less than once	1	Percent Total Surveys	5%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	18		Percent Total Surveys	82%	
Total Audio Books	4		Percent Total Surveys	18%	
Total Music CDs	2		Percent Total Surveys	9%	
Total DVDs	12		Percent Total Surveys	55%	
Total Newspapers	1		Percent Total Surveys	5%	
Total Magazines	1		Percent Total Surveys	5%	
Total Use Computer	8		Percent Total Surveys	36%	
Total Attend Child Program	ns	2	Percent Total Surv	veys	9%
Total Attend Teen Program	ıs	0	Percent Total Surv	veys	0%
Total Attend Adult Program	118	0	Percent Total Surv	veys	0%
Total Study or Work Space		0	Percent Total Surv	veys	0%
Total Socialize		1	Percent Total Surv	veys	5%
Total None of these		1	Percent Total Surv	veys	5%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.68 3 Very Satis

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	20	Percent Total Surveys	91%
Total Question 4 No	1	Percent Total Surveys	5%
Total Ouestion 4 Not Look Today	1	Percent Total Surveys	5%

5. The library staff was responsive to my needs.

Average # 5 2.86

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

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Library On Wheels 6-10

6None 6Adult 6Compute 6Teen 6Summer 6Child	70ther 7Compute 7Adult 7Teen 7Child	Other Comment S.	Cleanlines	Furniture	Computers	8Comment	Male	40-55 25-39 18-24 Under 18 Female	56+	itional comments
2/26/2010		2	2	2	2	It's good to have you all coming	V		✓ All is	well Thanks
2/26/2010		3	3	3	3				they	happy I wish would come to n more often.
2/26/2010		3	3	3	3	DSI Games	V			
2/26/2010		3	3	3	3	This is a very convienient way for me to access the Library.Thank you	V		librar Cont Club great more do ho the w able	using the mobile by service at innental Country. I think this ia t program. I have a time to read and obby projects in vinter, so being to find info ed to the project eat.
2/26/2010		2	2	2	2				V	
2/26/2010									✓ Enjoy librar	y the mobile y very much.
2/26/2010		3	3						V	
2/26/2010		2	2		2	Could have better selection of newer books			Ø	
2/26/2010		2	2	2					librar come are a item. enou have the C on sc appa been would want syste	e having the y on wheels a to CCCI Movies a very popular There aren't gh of them. I shoen as #1 in Queue for 6 wks ome movies - rently they'vd not returned. So I d say you might to dvise a better em of keeping of your movies.
2/26/2010		2	2						too mone to adeq book there number of the beginned to the begi	nany to take at ime-5 would be uate for the mobile since are a limited per of DVD's to with. Also, I more info on the Programs and

Date Revd Child Summer Schild Summer Schild Schild Schild	nment Size	Cleanlines	Funiture	Computers	8Comment	Male	<i>Female</i>	Under 18	18-24	25-39	40-55	56+	Additional comments
2/26/2010	2	3	2	2			V	/ [\] [][•	Shannon Rooney has been very helpful to us. We appreciate her efforts.
2/26/2010	3	3	2	2	Air Conditioning or heat in winter perfect	✓][The mobile unit is very well stacked for your well known authors- service to secure - new books is outstanding and calls to inform you that the book has been located and waiting pick up in professional. Thank you for serving Sumter County residents.
2/26/2010	3	3	2	2		V][][][)[] [Staff super nice and always helpful and dependable.
2/26/2010		2	2	2			·		? } [_) [] [~	The book mobile at Red Oaks very helpful. Martel is helpful on computer. Girls at main Library also make you feel right at home-especially-because I am a snowbird.
2/26/2010	1	2	2	1	We need more computers and more room	✓							I
2/26/2010	3	3	3	3			V	2 €] [] ~	Appreciated phone call notigying me reserved book was ready to be picked up andtime they would be in my area. I like the printed monthly calendar.
2/26/2010	1	2	2	1		✓][] [] [Need more time on computers and more computers.
2/26/2010	tors 3	3				V		.] [][][)[) (<u>v</u>	Very pleased with the library on wheels coming to our park, a great service.
2/26/2010	2	2	2	2			V	/					<u> </u>
2/26/2010	2	3	3	2		V				V			More DVD for Library on Wheels

Tuesday, March 09, 2010 Page 2 of 4

Date Revidence Signature S	Size	Cleanlines	Furniture	Computers	8Comment	INGIC	Female	Under 18	18-24	40-55 25-39	56+	Additional comments
2/26/2010	3		3	3				∠	2 🗆			The Library on Wheels staff are wonderful in many ways such as: friendliness, helpful, and courteous. I look forward to seeing them arrive on Mondays.
2/1/2010	3	3	3	3) .	2) 👿	5 C			The bookmobile is a great place! It really helps us out in the RV parks. They have a great staff. Chris is great, and the new guys Mark and the African American getleman all do a wonderful job. I'm not sure who the blonde lady was but she visits quite often and seems very rude to her staff and patrons. I don't know who the supervisor is, but they need to talk to her. It's very noticeable and I'm not the only patron who feels this way.

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6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	2	Percent Total Surveys	9%
Total #6 Summer Reading Program	1	Percent Total Surveys	5%
Total #6 Teen Programs Events	1	Percent Total Surveys	5%
Total #6 Computer Classes/Workshops	2	Percent Total Surveys	9%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	15	Percent Total Surveys	68%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	2	Percent Total Surveys 99	%
Total #7 Teen Programs Events	2	Percent Total Surveys 9	%
Total #7 Adult Programs Events	3	Percent Total Surveys 14	4%
Total #7 Computer Classes/Workshops	5	Percent Total Surveys 23	3%
Total #7 Other	0	Percent Total Surveys 09	%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.38	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.55	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.41	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.24	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	9	Percent Total Surveys	41%
	Total Female	13	Percent Total Surveys	59%

How old are you?

Total Under 18	4	Percent Total Surveys 18%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	2	Percent Total Surveys 9%
Total 40-55	3	Percent Total Surveys 14%
Total 56+	13	Percent Total Surveys 59%

Tuesday, March 09, 2010

Panasoffkee Library 1-5

Date Rovd	NoneofThes Socialize Socialize Shudv/Work AdultProgra TeenProgra ChildProgra LiseCompute Margazines Mewspapers DVDs MusicCDs AudioBooks Books Not Regular Not Regular Not Regular Niweek 1-3/week	se For # 3 #	3 Comment # 4 No # 4 No Loo		# 5 Comment
2/5/2010		2		3	
2/26/2010		3	V	3	
2/26/2010		3	⊘ □] 3	
2/26/2010		3	V	3	Sylvia, Kim, Mary Ann, and Justin are excellent
2/8/2010		3	Why are you concerned only about recreational materials? Are you planning on downsizing those areas if you don't receive "enough" positive answers to this question?	3	The staff is excellent. The Supervisor needs training in getting involved with her library, its patronage.
2/18/2010		3		2	

Tuesday, March 09, 2010

Date Reval	#3 #3 Comment #5 #5 Comment #5 #5 Comment
neo. idilioli di loro loro loro loro loro loro loro loro	7 No.
COM RECURSION TO SERVICE STATE OF THE SERVICE STATE	
	30_

1. How often do you visit the library?

Total One to three times	3	Percent Total Surveys	50%
Total At least once	3 .	Percent Total Surveys	50%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	5		Percent Total Surveys	83%	
Total Audio Books	1		Percent Total Surveys	17%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	2		Percent Total Surveys	33%	
Total Newspapers	2		Percent Total Surveys	33%	
Total Magazines	2		Percent Total Surveys	33%	
Total Use Computer	3		Percent Total Surveys	50%	
Total Attend Child Progr	rams	1	Percent Total Surv	vevs	17%
Total Attend Teen Progr	ams	1	Percent Total Surv	veys	17%
Total Attend Adult Prog	rams	1	Percent Total Surv	eys	17%
Total Study or Work Spa	ice	2	Percent Total Surv	eys	33%
Total Socialize		1	Percent Total Surv	reys	17%
Total None of these		0	Percent Total Surv	reys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.83 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	4	Percent Total Surveys	67%
Total Question 4 No	1	Percent Total Surveys	17%
Total Question 4 Not Look Today	1	Percent Total Surveys	17%

5. The library staff was responsive to my needs.

Average # 5 2.83 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Panasoffkee Library 6-10

Date Reva	6Child	6Summer	6Compute	6Adult	6.None	7Child	7Teen	7Adult	7Compute	70 70	Other	· Ca	omm	ent	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	40-55 25-39	56+	Additional comments
2/5/2010															2	2	2	2		() (")	[] [] [I checked out a large audio book someone reserved it, and I could not renew It. For larger books, it would be nice to be able to have books longerwithout having to pay late fees.
2/26/2010) [] (V										2	3	3	3			V	' '			V	
2/26/2010	V [["","",									3	3				✓					V	I am very happy with the Sumter Library. Lake Panasoffkee Library Thank you
2/26/2010) []][][V										3	3	3			([
2/8/2010	☑ [7 🗀	V		⊘	(i		r's, natio	comi onal s (SE		1	3	1	2	Needs Improvement in space for programs, storage, office space and needs more books. I see empty space or almost every shelf.) 🗀	The only information you need, statistically is whether or not I am over the age of 18, although any personal information should not be a concern of a library and certainly not is this survey. I am an adult.

Date Reval Compute The compute Tother Comment	8Comment Computers Furniture Cleanlines Size	Additional comme 56+ 40-55 25-39 18-24 Under 18 Female Male	nts
2/18/2010	3 3 3 1	I find it very irritati that I have to move from what is dubbe a teen space with laptop computer it teen wants to use I am the taxpayer and think that having to give up one of the only adequate spaces do homework for teen to listen to music or logon tofacebook is ridiculous. I also wonder why an actification would be allowed to use an not the teens? WI I applaud the fact that you are trying attract more teens to use the library system I feel as if you are taking aw services from the adults, again the ones that pay the taxes around here	vere vere vere vere vere vere vere vere

Tuesday, March 09, 2010 Page 2 of 3

Date Revide Comment Date Revide Comment Compute	t Size	Additional comments 56+ 40-55 25-39 18-24 Under 18 Female Male
--	--------	---

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	2	Percent Total Surveys 33%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	1	Percent Total Surveys 17%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys 17%
Total #6 Adult Programs Events	1	Percent Total Surveys 17%
Total #6 None of These Programs	4	Percent Total Surveys 67%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	1	Percent Total Surveys 17%
Total #7 Teen Programs Events	1	Percent Total Surveys 17%
Total #7 Adult Programs Events	1	Percent Total Surveys 17%
Total #7 Computer Classes/Workshops	2	Percent Total Surveys 33%
Total #7 Other	0	Percent Total Surveys 0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.33	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	2.83	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	2.4	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	2	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	3	Percent Total Surveys	50%
	Total Female	2	Percent Total Surveys	33%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	1	Percent Total Surveys 17%
Total 40-55	1	Percent Total Surveys 17%
Total 56+	3	Percent Total Surveys 50%

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Villages Library 1-5

Date Revd	Use For NoneofT Socialize Study/MU AdultPro ChildPro UseCom Magazine Magazine Magazine Magazine Magazine Magazine AudioBo JUDs JUNesch MusicCD AudioBo Books Not Regu (~1/mont 1/week	# 3 #	4		# 5 # 5 Comment
	Use For NoneofThes Socialize Studs/Mork AdultProgra ChildProgra ChildProgra LiseCompute Magazines Nagazines NusicCDs MusicCDs MusicCDs AudioRooks Books Books Books AudioRooks Books AudioRooks Hooks AudioRooks AudioRooks Books AudioRooks AudioRooks Books AudioRooks Books AudioRooks Books AudioRooks Books AudioRooks		Ves	Not Loo No	
2/3/2010		2	[V	1 🗀	3
2/10/2010		3	V	3 🗆	3
2/26/2010		3	V	? <u> </u>	3
2/26/2010	Large Print Books	1	Need more books 🔽	7 🗀	2
2/26/2010		0	✓	I pre-ordered online.	0
2/26/2010		0			0
2/26/2010		2	V	2 🗆	3
2/26/2010		0			3
2/26/2010		2	[·	2 (11)	3
2/26/2010		2	Have to wait long for popular books		3
2/26/2010		2	V	Z 🗆	2
2/26/2010		3	V	i 🗆	3
2/26/2010		3	V		3
2/26/2010		2	V	<u> </u>	3
2/26/2010		3	V	2 🗆	3
2/26/2010		2	But need better selection		3
2/26/2010		2	Like more books and larger library	1	3
2/26/2010		3	V		3
2/26/2010		2	V		3
2/26/2010		3	✓		3
2/26/2010		2	Could use more Large Print		2
2/26/2010		2	<u>~</u>		3

Tuesday, March 09, 2010 Page 1 of 3

Date Revd	DNA ALE	# 3 #	3 Comment	# # # # 4 Comment	# 5	# 5 Comment
	Use For NoneofThes Socialize Study/Work AdultProgra TeenProgra ChildProgra ChildProgra LiseCompute Magazines Nagazines Nagazi			Not Loo No Yes		
2/26/2010		3			3	, , , , , , , , , , , , , , , , , , ,
2/26/2010	Books	3			3	
2/26/2010		3		V	3	
2/26/2010		2		V	2	The staff tries very hared to please patrons
2/26/2010		3			3	
2/26/2010	Encyclopedia	3			3	and has a man and the state of
2/26/2010		2		2	3	
2/26/2010		3	Great Library		3	Great curteous staff
2/26/2010		1	Book inventory is grossly inadequate		1	Staff acts like the patrons are an inconvenience!
2/26/2010		1	Fiction Books should be separated by category ex: mystery, si- fiction, etc. Too dificult to find type I like to read.		2	
2/26/2010		2	The state of the s		3	
2/26/2010		3			3	
2/26/2010		2		\mathbf{Z}	3	
2/26/2010		0			3	
2/26/2010		1	They don't always have books I want and do not get them	I picked up a book on reserve	3	on this visit
2/26/2010		3			3	
2/26/2010		3		V	3	
2/8/2010		2		\mathbf{Z}	3	
2/8/2010		3		\mathbf{Z}	3	
2/22/2010		2	More books on tape	V	3	

Tuesday, March 09, 2010 Page 2 of 3

MusicCDs AudioBooks Books Not Regular <1/meek 1/week 1-3/week	Magazines Magazines Newspapers DVDs	Use For NoneofThes Socialize Study/Work AdultProgra ChildProgra ChildProgra	# 3 #	3 Comment	# 4 Vos	# 5	# 5 Comment
2/26/2010			1	I would read more if you had more large print books.	☐ ☑ I bring my mother.	3	They help me sign up when new books come out. There's always a waiting list months long.
Total Surveys 43							
1. How often do you v	isit the	library?					
Total One to three times	11	Percent Total Surveys	26%				
Total At least once	20	Percent Total Surveys	47%				
Total Less than once	6	Percent Total Surveys	14%				
Total Not on regular basis	_	Percent Total Surveys	14%				
2. Which services do y Total Books Total Audio Books Total Music CDs Total DVDs Total Newspapers Total Magazines Total Use Computer Total Attend Child Program Total Attend Teen Program Total Attend Adult Program Total Study or Work Space Total Socialize Total None of these	38 6 2 2 2 5 7 8 0	puently use at the library? Percent Total Surveys 14 Percent Total Surveys 5% Percent Total Surveys 5% Percent Total Surveys 5% Percent Total Surveys 12 Percent Total Surveys 16 Percent Total Surveys 16 Percent Total Surveys Percent Total Surveys	% % % % % % 0% 0% 7% 0%		vly)		
etc.) Average # 3 2.09	3 Very So to read	ne as a source of recreation utisfied 2 Satisfied 1 Not Very Sat watch or listen to for my. Percent Total Sun Percent Total Sun	isfied self o rveps rveps			ovies,	magazines,

Tuesday, March 09, 2010 Page 3 of 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Average # 5 2.7

Villages Library 6-10

Date Revd	6Summer 6Child	6Teen	6Compute	6None	7Child	7Teen	7Adult	7Compute	70	Other	Coi	nmei	ut	Size	Cleanlines	Furniture	Computers	8Comment	17244	Malo	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
2/3/2010								⊐ [3	3	3	0	You need to I more copies current best sellers. The v is too long!!!	of		V					(
2/10/2010				V		[]		<u> </u>						3	3	3	3				✓	V				✓	I am very happy we have this Library available to Village residents. Keep up the good work!
2/26/2010]					3	3	3	3		[5	/)			<u> </u>			V	
2/26/2010				Z			▽ {	Z				,		1	3	2	1				✓	V				V	Library kind of small. Not enough seating. Not enough computers. Need more books and more copies of best sellers.
2/26/2010														1	2	0	0	Sat hours need to be extended to 5 pm. We have 75,000 people in their town not 7500.	ed is								I enjoy foreign films. It would be nice if The Villages Library and the nominations for Academy Awards on the shelf-I don't expect you to have a great deal-but this select group would be a good start. Thank you.
2/26/2010										,		a managa and an all and a state	% 874************************************	0	0	0	0										
2/26/2010][***************************************				0	3	3	0	For this sized community the Library needs be larger.	e]	✓	✓ [_]	(
2/26/2010														0	0	0	0]							
2/26/2010														2	2	2	2				V					V	Please re-adjust the books on the very bottom shelf so one can read the titles without getting right down on the floor. The way they are now, thar are impossible to read the titles.
2/26/2010							.	<u> </u>]					0	0	0	0	Teperature is not always comfortable when it's cold I'm in and out not wanting to browse.	[, !		V	V				V	

70ther 70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	70ther Comment	Cleanlines	Furniture	Computers	8Comment	Male	18-24 Under 18 Female	56+ 40-55 25-39	Additional comments
2/26/2010	1	2	1	0			V V		1
2/26/2010	3	3 3	2	1		V			1
2/26/2010	3	3 3	3	0					j
2/26/2010	2	2 2	2	2					i
2/26/2010	2	2 3	3	2		/			İ
2/26/2010	3	3 3	3	3					Listen to books on tape while guilting
2/26/2010	1	1 2	2	0					For seniors- the books on the very bottom shelves are difficult to access. Couldn't you use these spaces for something else.
2/26/2010	3	3	3	0		V			
2/26/2010	2	2 3	2	2					Increase inventory of these authors: David Baldacci, James Patterson, Mary Higgins Clark, Sue Grafton, Karen Kingsbury
2/26/2010 🗹 🗆 🗆 🗸 🗆 🗆 🗸 🗆	2	2 3	3	3	· 				
2/26/2010	0	2	2	0					Employees are very nice, friendly, and helpful.
2/26/2010	3	3 3	3	2		☑			When given a number for computer use, add approx. wait time. Should be easily added because of 60 minute use time. Thanks for being here for use by Snowbirds.
2/26/2010	2	2 3	3	2					Great Staff- very helpful!
2/26/2010	Would like to at 0 sometime	3	0	0	Could be larger				I love this place! Great People!
2/26/2010	None - I am only 2 interested in checking out books	2 3	2	0					
2/26/2010		2	2	0					Each year the library adds more books. I belong to AAVW book club. The library attendants try very hart to supply these books.

Date Reva	bCand	osummer	b I een	осотрите	6Adult	бМоле	7Child	7Teen	7Adult	7Compute	70ther	70ther Con	nment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
2/26/2010][] 🗸] [] [][l		3	3	3	2			V] [_			V	We are not full time residents so we don't get to come real often but enjoy visiting when we are here. Thanks
2/26/2010			Taxaba a sa					The state of the s][I		3	3	3	0									Everyone and everything inside the Library is perfect. The only item that needs attention is the parking lot. There is more loose gravel here than in any parking lot in The Villages - Run a large street sweeper thru someday.
2/26/2010	[_][)[][][][_][)[][_			1	3	3	3			Y	Y][V	
2/26/2010				7] [][1		3	3	3	0			✓	✓	} <u> </u>			▽	I love using the computer to reserve books, on the website almost everyday.
2/26/2010	T _{ext}) [_	<u> </u>	(Many Man Books	y More	1	2	2	2						***************************************		②	I have lived in many places across the country. This Library is the most inadequate I have ever experienced in terms of the area served (Villages and Surrounding Area). Too small, too few books!
2/26/2010														1	2	2	1			✓	· •				V	Not a very good selection of "new" books-(recently published) New books should also be put by category to make it easier to find favorites.

Tuesday, March 09, 2010

Date Reva	6Teen 6Summer 6Child	6Adult 6Compute	7Child	7Teen	7Adult	70ther	70ther Comme	nt Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
2/26/2010									3		0			∀						I reserve books online and find the search/home page in looking for whether a book is part of the the library is very onerous having to work 4 different spots to do this. Also, why can't a book be put on reserve when it is known that the library intends to purchase a book - waiting until the actual purchase and then waiting to see what branch is very time consumming some must check on the this process almost 3-4 times a day in order to not get behind on the availability list.
2/26/2010							Control of the section of the sectio	2	2	2	0		y						V	
2/26/2010			7][][1	3	2	1			✓	V				V	
2/26/2010							***************************************	2	3	3	0	·							v	
2/26/2010			7		Alternative dam of and			2	3	3	0			V	i 🔽				V	Would like of see a change in amount of time to keep out a book from 2 weeks to 3 weeks.
2/26/2010			Z				Book Group	1	3	3	1			V	V				V	
2/26/2010								3	3	3	0			Y	V				V	
2/8/2010							Lectures	1	2	2	1	The Library is small and could benefit with any aggressive book donation policy.				Temple		V		I'm a 6 month snowbird and get books twice monthly. I also use the library in the east side of the Villages and the library in Lady Lake. Being old I prefer large print books.
2/8/2010					y)[****	3	3	3	3			✓	V				V	
2/22/2010								0	0	0	0			✓	V				V	

Date Rcvd 6None 6Summer 6Child 6Summer 6Child	56+ 40-55 25-39 18-24 Under 18 Pemale Male Male Computers Furniture Cleanlines Size Size	dditional comments
2/26/2010	computer in Dec 2008, I had to use the Library's. Most of the time I had to wait because the students were using them. I thought this was unfair since they had them at home. All they did was play.	I'm sure the residents wouldn't mind helping to fumd more and current LP books, especially from well-known authors. My 83 year old mother gets 10 LP books every two weeks and after 2 1/2 yrs is re-reading books. I miss LP Sue Grafton books. My hometown Library got every one that came out. I think you have 1 or 2. I only got 3/4 the way through the alphabet. I have never seen any notices about computer classes or any adult programs at the Library. All ages don't live in The Villages. This is a 55+ community and thus should have more large print books. My hometown of 25,000 had 5 double-sided rows of LP books. Barb Wintrow 352-753-6523

Date Revel 5 Compute 6 Com	56+ 40-55 25-39 18-24 Under 18 Female Male Computers Furniture Cleanlines Size	comments
--	--	----------

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	1	Percent Total Surveys 2%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	1	Percent Total Surveys 2%
Total #6 Computer Classes/Workshop	s 0	Percent Total Surveys 0%
Total #6 Adult Programs Events	3	Percent Total Surveys 7%
Total #6 None of These Programs	32	Percent Total Surveys 74%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	1	Percent Total Surveys 2%	,
Total #7 Teen Programs Events	1	Percent Total Surveys 2%	,
Total #7 Adult Programs Events	7	Percent Total Surveys 16	%
Total #7 Computer Classes/Workshops	7	Percent Total Surveys 16	%
Total #7 Other	1	Percent Total Surveys 2%	2

8. Please rate your satisfaction with the physical facility of this library:

Average Size	1.7	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	2.47	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	2.21	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	0.95	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	10	Percent Total Surveys	23%
	Total Female	31	Percent Total Surveys	72%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	1	Percent Total Surveys 2%
Total 56+	40	Percent Total Surveys 93%

Wildwood Public Library 1-5

Date Reva	NoneofThes Socialize ShukyWork AdultProgra TeenProgra ChildProgra LiseCompute Magazines Newspapers NusicCDs AudioBooks Books Not Regular Liweek Liweek Liweek	Use For #3	3#.	3 Comment	# 4 Comment # 4 Not Loo # 4 Yes	# 5	# 5 Comment
2/5/2010			3			3	
2/5/2010		Wireless for my labtop		We started using your library close to 20 years agolots of changes and all the good. Best of all your staff have been gracious and helpful to me.	•	3	
2/5/2010		Computer, Computer classes and books		Staff very helpful, courteos, and friendly	Ø 🗆 ,	3	excellent staff very curteous
2/5/2010			2	1000		1	Zimini Anni Anni Anni Anni Anni Anni Anni
2/5/2010		and the following the material account of the contract of the FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	_	But need more new releases	8 (11)	3	
2/5/2010			2			2	
2/5/2010		<u></u>	3		Y	3	
2/5/2010		to pick up books		love those large print ones but read them all (small print etc)	myself	3	
2/5/2010			2			3	
2/5/2010			3			3	
2/9/2010			2		V	2	

Date Revd 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	For #3 #3 Comment #4 Comment #5 #5 Commen	ıt.
neof. dualization dualization dualization dualization dualization cazii	No.	
The Work out of the Court of th		

1. How often do you visit the library?

Total One to three times	2	Percent Total Surveys	18%
Total At least once	4	Percent Total Surveys	36%
Total Less than once	2	Percent Total Surveys	18%
Total Not on regular basis	4	Percent Total Surveys	36%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	10		Percent Total Surveys	91%	
Total Audio Books	3		Percent Total Surveys	27%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	2		Percent Total Surveys	18%	
Total Newspapers	0		Percent Total Surveys	0%	
Total Magazines	1		Percent Total Surveys	9%	
Total Use Computer	5		Percent Total Surveys	45%	
Total Attend Child Progra	ıms	0	Percent Total Surv	eys	0%
Total Attend Teen Program	ms	0	Percent Total Surv	eys	0%
Total Attend Adult Progra	ams	0	Percent Total Surv	eys	0%
Total Study or Work Space	e	0	Percent Total Surv	eys	0%
Total Socialize		0	Percent Total Surv	eys	0%
Total None of these		0	Percent Total Surv	eys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.64

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	9	Percent Total Surveys	82%
Total Question 4 No	0	Percent Total Surveys	0%
Total Ouestion 4 Not Look Today	2	Percent Total Surveys	18%

5. The library staff was responsive to my needs.

Average # 5 2.64

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Wildwood Public Library 6-10

Date Revd	6Child	65een	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	704	Other Comme	it S	Cian	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	4U-55 95-90	56+	Additional comments
2/5/2010] /				V				;	3	3	3	3		V				V		Thank you, I'm studying to get my CSI deg.
2/5/2010) [<u></u>				∏ r	no suggestions, are doing fine	yall :	2	2	2	2	New furnishing are very attractive, miss the rockers though.						~	Sumter County's generousity to us Snow bireds is noticeable in the usual world of trying to make a buck. I realize we do bring some revenue into the County but not many takes.
2/5/2010				<u> </u>								;	3	3	3	3			✓	V				Staff could not be more helpful always very cheerful and friendly.
2/5/2010												•	2	2	2	2			V	✓				I went to the Webster library to use the computer but I wasn't able to because I didn't have my card. Wildwood library let me get a guest pass to use the computer and gave ma a new card because I couldn't find the other one.
2/5/2010			<u>ר</u>][_	V]		;	3	3	3		I use personal computer at home		V	V			V	10-10-10-10-10-10-10-10-10-10-10-10-10-1
2/5/2010] [V	[][]	(_][_]		;	3	3	2	2			V	V				g to the ground the control of the state of
2/5/2010					V]			3	3					V	V		and the same of th		
2/5/2010											and a second of a second		3	2	2		I don't use the computers as I have my own system at home. But very nice for others.		✓	V] 🐼	I love to read!! Keep the books coming. As long as it has a good plot. I read them. Mystery, Western, Romance. I read them all and the people and service sure great!
2/5/2010					V]			2	2	2	2			v	V		V		
2/5/2010	✓ [] [, m.,			2	2	3	2			V] [Need a scription to Ancestry.com for researchers of Geneology on a personal basis.

Date Royd	バスバス バンドーマード	Comment	Computers Furniture Cleanlines Size	8Comment	25-39 18-24 Under 18 Female Male	Additional comments
2/9/2010			2 2 3 2			Can the "power search" function be changed so that audio books have a search criteria? Under "format" there are all types of materials, including music, but there is no way to bring up ONLY audio books in a search. It would save a lot of time to be able to bring up only audio books whey searching Thank you, Steve Rockey

Tuesday, March 09, 2010

Date Revd ompute umitur leanlin ize	5+ 5-55 7-55 5-39 8-24 9-24 9-24 9-24 9-24 9-24 9-24 9-24 9	

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	1	Percent Total Surveys 9%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys 9%
Total #6 Adult Programs Events	1	Percent Total Surveys 9%
Total #6 None of These Programs	8	Percent Total Surveys 73%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	2	Percent Total Surveys	18%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #7 Other	1	Percent Total Surveys	9%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.55	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.55	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.4	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.29	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	3	Percent Total Surveys 27%
	Total Female	8	Percent Total Surveys 73%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	2	Percent Total Surveys 18%
Total 40-55	1	Percent Total Surveys 9%
Total 56+	8	Percent Total Surveys 73%